



HP VCX Connect 100 Unified Communications Series

Data sheet

Product overview

HP VCX Connect 100 Unified Communications Series delivers an enterprise-class, full-featured VoIP phone system designed to cost-effectively meet the rugged, collaborative work environments of small enterprises. Utilizing a resilient architecture, VCX Connect 100 ensures highly available, high-performance telephony and desktop communications. For organizations with up to 100 phone users, VCX Connect 100 offers an economical IP telephony and messaging solution that delivers advanced features and unified communications. The platform's flexible, intuitive design and management help businesses replace legacy PBXs with SIP-based VoIP solutions that provide a full range of collaborative functionality—including click-to-call, presence, instant messaging, mobility, and unified voicemail/email messaging. The modular VCX Connect 100 ships with 4-port FXO and 4-port FXS modules installed but provides the flexibility to integrate additional analog, ISDN, or digital gateway modules as needed.

Key features

- VoIP platform with flexible, modular gateway
- Built-in phone, messaging, and softphone licenses
- Resiliency with optional redundant server
- Voice, video, IM collaboration
- Supports up to 600 users w/6 networked servers



Features and benefits

Quality of Service (QoS)

- **Echo cancellation:** automatically adjusts and removes echo from a telephone call
- **Dynamic programmable jitter buffer:** software-configurable setting designed to ensure voice frames arrive at the same rate
- **Voice activity detection:** proprietary algorithm designed to reduce/filter background noise
- **Comfort noise generation:** provides low audible artificial background noise to improve VoIP communications
- **802.1p/Q VLAN tagging:** delivers data to devices based on the priority and type of traffic; supports IEEE 802.1Q

Resiliency and high availability

- **Enhanced high availability:** backup VCX systems, whether co-located with the primary VCX or deployed in another office on the same network, provide geographic survivability and rapid failover for mission-critical communications
- **Optional RAID disk:** helps ensure resiliency in the event of component failure
- **Optional redundant power supply:** provides seamless business continuity and data protection

Configuration

- **Media gateway support:** streamlines migration to IP communications and provides PSTN connectivity with a full range of either integrated or standalone VoIP gateways

Investment protection

- **Lower total cost of ownership:** reduce capital and operating expenses and increase network freedom and flexibility by integrating voice gateway modules
- **Analog phone support:** leverage existing investment in analog phones while implementing a full set of PBX features

Ease of use

- **Built-in licensing:** VCX Connect 100 system ships with default licenses—VCX IP Telephony/IP Messaging Server license, 25 business phone licenses, 25 IP messaging seat licenses, 25 Desktop Communicator softphone licenses, 25 Convergence Client softphone licenses, and 4 analog/entry licenses
- **LDAP synchronization with Microsoft® Active Directory, IBM Lotus Domino, Linux OpenLDAP:** easily integrate, filter, and synchronize employee contact information, thereby simplifying administration and ensuring reliable connections based on the most current user information
- **Ease of deployment:** VCX Connect 100's out-of-the-box first-time configuration provides simpler installations using a Web-based, wizard-like interface that walks you through the installation process
- **Easy to use:** GUI-driven central management and configuration

Scalability

- **Supported devices:** pay as you grow up to 100 devices per platform and up to 600 devices in total via VCX global directory, which enables up to six VCX Connect 100 platforms to function as a single system

Additional information

- **Optional mobility for telecommuters:** optional HP VCX IP Telecommuting Module allows remote users the full benefit of their corporate IP telephony system without compromising security
- **Optional multimedia conference bridge:** when businesses require a dense conferencing system to reduce the overhead and cost of expensive third-party conferencing products, then the HP VCX IP Conferencing Module is the choice; capabilities include host and participant Web-based conference controls, instant and emergency conferences with automatic dial-out options, scheduled and meet-me restricted conferences (requires participant passcode), peer-to-peer and one-to-many conferences, and more
- **Optional network management:** use the HP Intelligent Management Center (IMC) and Voice Services Manager (VSM) to configure, monitor, and optimize the performance of media servers, gateways, and endpoints; to monitor VoIP traffic; and to control voice network quality

Product architecture

- **Multisite architecture:** highly flexible architecture eliminates the dependency on any single component for unprecedented resiliency and end-to-end survivability; use Web-based centralized administration, global directory, and global voicemail to seamlessly link VCX systems together to scale your IP-PBX network as your business grows
- **Standards-based IP-PBX:** support for standard PBX and advanced telephony and messaging features based on the IETF Session Initiation Protocol (SIP) standards; support for third-party SIP-based applications and devices
- **Integrated server:** IP telephony and IP messaging modules run on Linux OS

Technical features

- **Ad hoc conferencing:** VCX Connect 100 supports up to 30 sessions of ad hoc conferencing with a maximum of six parties per conference
- **Shared lines and extension status:** single-line and multi-line phone support and bridged extensions for executives and administrators

User productivity

- **Unified Communications:** increase employee collaboration thru the audio, video, instant messaging, file sharing, and presence capabilities within the HP Desktop Communicator; extend the Microsoft environment with HP Desktop Communicator Outlook Edition add-on to enable click-to-call/conference via Microsoft Outlook, to capture and retrieve call notes with Microsoft Journal, and to perform desktop call recording; HP VCX is fully integrated with Lotus Sametime
- **Unified Messaging:** consolidate users' voicemail, email and faxes into a single inbox for flexible, location-independent retrieval and management; schedule appropriate times when messages are delivered; send voicemails to individuals or groups using extensive and easy-to-maintain distribution lists; set up find me/follow me services to conveniently manage one's own anywhere, anytime access to ensure important calls are never missed; auto-deliver incoming fax calls to email and send fax from email
- **Web user interface:** listen to and manage voicemail messages

Voice functionality

- **Hot desking:** mobile users can effortlessly traverse within the VCX system, log into another handset, and have all their desktop extension settings, including voicemail, at their fingertips
- **Call admission control:** fine-tune and throttle media traffic to prevent VoIP over-subscription—even down to a particular extension
- **Pin codes:** prevent unauthorized outbound dialing and/or manage and record telephony calls via forced account codes and customer account and billing codes; pin code portability allows users to roam the VCX system and utilize their existing data
- **Hunt groups:** built-in call distribution provides agent log-in functionality; support for 3 selectable call routing algorithms
- **Automatic call distribution:** add-on economical call center application that includes 5 selectable routing algorithms, the ability to capture real-time statistics, and support for remote agents in various VCX locations

Warranty and support

- **1-year warranty:** with advance replacement and 30-calendar-day delivery (available in most countries)
- **Electronic and telephone support:** limited electronic and telephone support is available from HP; refer to www.hp.com/networking/warranty for details on the support provided and the period during which support is available
- **Software releases:** refer to www.hp.com/networking/warranty for details on the software releases provided and the period during which software releases are available for your product(s)
- **Media warranty:** removable media on which HP distributes the software is warranted for ninety (90) days from purchase

HP VCX Connect 100 Unified Communications Series

Specifications



HP VCX Connect 100 Unified Communications Primary Server (JE340A)



HP VCX Connect 100 Unified Communications Secondary Server (JE342A)

Ports	<p>6 voice interface module I/O slots</p> <p>1 RJ-45 auto-sensing 10/100 port (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX); Duplex: half or full</p> <p>4 RJ-11 FXO ports</p> <p>4 RJ-11 FXS ports</p> <p>1 RS-232C</p>	<p>6 voice interface module I/O slots</p> <p>1 RJ-45 auto-sensing 10/100 port (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX); Duplex: half or full</p> <p>4 RJ-11 FXO ports</p> <p>4 RJ-11 FXS ports</p> <p>1 RS-232C</p>
Physical characteristics		
Dimensions	13.82(d) x 19.02(w) x 1.75(h) in. (35.1 x 48.3 x 4.45 cm) (1U height)	13.82(d) x 19.02(w) x 1.75(h) in. (35.1 x 48.3 x 4.45 cm) (1U height)
Weight	16 lb. (7.26 kg) Shipping Weight	16 lb. (7.26 kg) Shipping Weight
Mounting	Mounts in EIA standard 19 inch telco rack or equipment cabinet (hardware included)	Mounts in EIA standard 19 inch telco rack or equipment cabinet (hardware included)
Environment		
Operating temperature	32°F to 113°F (0°C to 45°C)	32°F to 113°F (0°C to 45°C)
Operating relative humidity	10% to 90%, non-condensing	10% to 90%, non-condensing
Non-operating/Storage temperature	14°F to 158°F (-10°C to 70°C)	14°F to 158°F (-10°C to 70°C)
Electrical characteristics		
Voltage	100-240 VAC	100-240 VAC
Frequency	50 / 60 Hz	50 / 60 Hz
Safety	UL 60950-1; EN 60950-1	UL 60950-1; EN 60950-1
Emissions	EN 55022 Class B; EN 55024; FCC CFR 47 Part 15 Class B; EN 300 386; EN 61000-3-2; EN 61000-3-3	EN 55022 Class B; EN 55024; FCC CFR 47 Part 15 Class B; EN 300 386; EN 61000-3-2; EN 61000-3-3
Management	IMC - Intelligent Management Center; command-line interface; Web browser; SNMP Manager; Telnet; HTTPS	IMC - Intelligent Management Center; command-line interface; Web browser; SNMP Manager; Telnet; HTTPS
Notes	<p>Integrated IP Messaging Voice Ports; up to 30 simultaneous auto-attendant, music-on-hold, fax or voicemail ports supported</p> <p>Integrated Gateways Options</p> <ul style="list-style-type: none"> • Supports up to a maximum of six (6) analog modules • Supports up to a maximum of five (5) BRI modules • Supports up to a maximum of two (2) digital spans <p>Support for stand-alone VCX V7111, VCX V7122, MSR 20-xx and MSR-30 Series analog, ISDN and digital gateways</p>	<p>Integrated IP Messaging Voice Ports; up to 30 simultaneous auto-attendant, music-on-hold, fax or voicemail ports supported</p> <p>Integrated Gateways Options</p> <ul style="list-style-type: none"> • Supports up to a maximum of six (6) analog modules • Supports up to a maximum of five (5) BRI modules • Supports up to a maximum of two (2) digital spans <p>Support for stand-alone VCX V7111, VCX V7122, MSR 20-xx and MSR-30 Series analog, ISDN and digital gateways</p>
Services	<p>3-year, parts only, global next-day advance exchange (UW162E)</p> <p>3-year, 4-hour onsite, 13x5 coverage for hardware (UW163E)</p> <p>3-year, 4-hour onsite, 24x7 coverage for hardware (UW166E)</p> <p>3-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone support (UW169E)</p> <p>3-year, 24x7 SW phone support, software updates (UW172E)</p> <p>4-year, 4-hour onsite, 13x5 coverage for hardware (UW164E)</p> <p>4-year, 4-hour onsite, 24x7 coverage for hardware (UW167E)</p> <p>4-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone (UW170E)</p> <p>4-year, 24x7 SW phone support, software updates (UW173E)</p> <p>5-year, 4-hour onsite, 13x5 coverage for hardware (UW165E)</p> <p>5-year, 4-hour onsite, 24x7 coverage for hardware (UW168E)</p> <p>5-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone (UW171E)</p> <p>5-year, 24x7 SW phone support, software updates (UW174E)</p> <p>3 Yr 6 hr Call-to-Repair Onsite (UW175E)</p> <p>4 Yr 6 hr Call-to-Repair Onsite (UW176E)</p> <p>5 Yr 6 hr Call-to-Repair Onsite (UW177E)</p> <p>Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.</p>	<p>3-year, parts only, global next-day advance exchange (UW162E)</p> <p>3-year, 4-hour onsite, 13x5 coverage for hardware (UW163E)</p> <p>3-year, 4-hour onsite, 24x7 coverage for hardware (UW166E)</p> <p>3-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone support (UW169E)</p> <p>3-year, 24x7 SW phone support, software updates (UW172E)</p> <p>4-year, 4-hour onsite, 13x5 coverage for hardware (UW164E)</p> <p>4-year, 4-hour onsite, 24x7 coverage for hardware (UW167E)</p> <p>4-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone (UW170E)</p> <p>4-year, 24x7 SW phone support, software updates (UW173E)</p> <p>5-year, 4-hour onsite, 13x5 coverage for hardware (UW165E)</p> <p>5-year, 4-hour onsite, 24x7 coverage for hardware (UW168E)</p> <p>5-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone (UW171E)</p> <p>5-year, 24x7 SW phone support, software updates (UW174E)</p> <p>3 Yr 6 hr Call-to-Repair Onsite (UW175E)</p> <p>4 Yr 6 hr Call-to-Repair Onsite (UW176E)</p> <p>5 Yr 6 hr Call-to-Repair Onsite (UW177E)</p> <p>Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.</p>

Specifications (continued)

Features

System

- Ad hoc conferencing
- Centralized management
- Call detail records
- Converged application based architecture
- Emergency services
- End-to-end SIP signaling
- Global directory
- Global voice mail
- IP telephony
- IP unified messaging
- Linux operating system with additional security
- SIP back-to-back user Agent
- Standards-based connectivity
- System redundancy
- Web services SDK

Resiliency

- Redundancy, IP telephony
- Redundancy, IP messaging
- Redundancy, IP phones and media gateways
- Redundancy, optional RAID
- Redundancy, optional power supply

System administration

- Add VCX licenses
- Administration access control
- Administration secure access
- Audit trails and logging enhancements
- Command Line Interface
- Configuration back-up and restore
- CPU, memory, I/O statistics
- First-time configuration
- First-time data import
- Importing data
- Installed component versions
- Multiple administrators
- Multiple language support
- Online administrator help
- Password support, administrator and system access
- Provisioning; bulk moves, adds, changes
- Remove previous software versions
- Resetting a VCX server
- Reset to defaults
- Root directory access
- Searches
- Site configuration data
- Software upgrades and rollbacks
- Switch software versions
- System information
- User data LDAP synchronization: Lotus Domino running on IBM; Lotus Domino running on Windows® Server 2003, 2008; Microsoft Active Directory on Windows Server 2003, 2008;
- OpenLDAP on Linux
- VCX service licensing
- View VCX licensing data
- Virtual numbers

Quality of service

- DSCP tagging
- Dynamic jitter buffer
- G.711 audio codec
- G.729ab audio codec
- Packet-loss rate
- Pay-load length
- QoS: 802.1p tagging (Prioritization)
- QoS: 802.1Q tagging (VLAN)
- Video codec
- Video resolution
- Wide-band audio codec

Security

- Network security policies
- Operating system security
- Secure access
- Security: logging MAC addresses to switches
- User authentication methods

System management

- Alarm notification
- Audio performance reporting (local)
- Auto discovery and management of IP devices

- Intelligent Management Center Voice Service Manager: centralized management
- Maintenance, graceful shutdown of services
- Operating system updates
- Quality of service end of call reporting
- SNMP MIB access
- SNMP traps
- SNMPv1, v3
- System back-ups

Reporting

- Call detail records (reporting)
- Call detail records (structure)

IP telephony calling

- Anonymous all
- Anonymous next
- Anonymous call reject
- Automatic call distribution (ACD)
- ACD groups (call coverage)
- ACD groups (calling groups)
- ACD groups (CDR reporting)
- ACD groups (circular)
- ACD groups (feature interactions)
- ACD groups (least-call count)
- ACD groups (linear)
- ACD groups (login/logout)
- ACD groups (malicious call trace)
- ACD groups (message-waiting indication)
- ACD groups (most idle agent)
- ACD groups (multisite)
- ACD groups (real-time statistics)
- ACD groups (view ACD group status)
- Automatic line selection (multiple system appearance)
- Bridged line appearance
- Bridge line appearance (MWI)
- Bridge line appearance (shared hold)
- Busy lamp field
- Call conference (drop)
- Call conference (six-way calling)
- Call conference (three-way calling)
- Call coverage
- Call drop
- Call duration display
- Call forward all (universal)
- Call forward busy
- Call forward no answer
- Call forward out-of-coverage
- Call forward programmable
- Call forward reminder
- Call forward remote
- Call history (missed/answered/placed logs)
- Call history display sort
- Call hold
- Call hold reminder
- Call park/retrieve
- Call park (button mapping)
- Call park (fallback)
- Call pick-up (directed)
- Call pick-up (group)
- Call restrictions (black list)
- Call restrictions (blocking inbound)
- Call restrictions (blocking outbound)
- Call restrictions (call screening)
- Call restrictions (forward to trunk)
- Call restrictions (toll screening)
- Call restrictions (transfer to trunk)
- Call restrictions (white list)
- Call return
- Call transfer (attended)
- Call transfer (fallback on transfer failure)
- Call transfer (unattended)
- Call transfer (restrictions)
- Call waiting
- Caller ID (called party)
- Caller ID (calling party number)
- Caller ID (calling party name)
- Caller ID (privacy)
- Camp on busy (automatic call back)
- Class of service override
- Customer account and billing codes

- Delayed or no ringing
- Directory (local user)
- Directory (global user)
- Distinctive ringing, ring patterns (different call types)
- Distinctive ringing, selective ringing (ident-a-call)
- Do not disturb
- DTMF dialing
- Feature codes
- Feature access codes
- Forced account codes
- Forward to mail
- Hands-free support
- Hotline (hot ring down circuits)
- Hunt groups
- Hunt groups (call coverage)
- Hunt groups (calling group)
- Hunt groups (circular)
- Hunt groups (feature interactions)
- Hunt groups (linear)
- Hunt groups (login/logout)
- Hunt groups (malicious call trace)
- Hunt groups (message-waiting indication)
- Hunt groups (multisite)
- Hunt groups (view hunt group status)
- Last number redial
- Malicious call trace
- Message-waiting indication (MWI), audio
- Message-waiting indication (MWI), visual
- Missed call indicator
- Mobility (multisite hot desking)
- Mobility (single-region hot desking)
- Music on hold
- Mute
- Paging (analog external paging system)
- Paging (group - zone)
- Paging (phone-to-phone), send beep with calling number
- Paging (SIP external paging system)
- Phone lock/unlock
- Privacy (block silent monitor/charge-in)
- Privacy (calling number suppression)
- Serial calling (transfer with callback)
- Silent monitor/charge-in
- Simultaneous ringing
- Speed dial (personal)
- Speed dial (system)
- Transfer to voicemail (direct)
- Voicemail access
- Warmline (warm ring down circuits)

IP telephony routing

- Calendar bands
- Call admission control
- Call blocking
- Daytime bands
- Dialing prefixes
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Dialed Number Identification Service (DNIS)
- E.164 numbering plan
- External directory access
- Holidays
- NANP support
- Network abbreviated dialing
- Number translations
- Outdial patterns
- Patterns
- Prioritization of trunks/routes
- Private line service
- Requestors
- Routes
- Route (plans and plan wizard)
- Routing (alternate)
- Routing (blacklist)
- Routing (call coverage)
- Routing (first available)
- Routing (global directory)
- Routing (IP to PSTN)
- Routing (IP to IP)
- Routing (least cost)
- Routing (PSTN to IP)
- Routing (source based)

Specifications (continued)

Features

Routing (VPN numbering plan)
Routing (white list)
Trusted end points
Weekday bands

IP messaging architectural

G.711
G.729
Global voicemail central server
Redundancy (intelligent mirroring)

IP messaging

Message annotation
Message append
Message auto-delivery
Message auto playback
Message broadcast
Message delete
Message delete retrieval
Message delivery report
Message delivery to nonsubscribers
Message deposit
Message deposit treatment options
Message folders
Message forward
Message notification
Message notification options
Message priority
Message record options
Message reply
Message retrieval
Message review
Message review options
Message review playback controls
Message save
Message schedule delivery
Message send
Message send treatment options
Mailbox login
Mailbox login

Greeting

Default system greeting
Personal busy greeting
Personal extended absence greeting
Personal normal greeting
Personal scheduled greetings

Distribution list

Administrator distribution lists

Personal distribution lists
System distribution lists

Directory

Directory search
Directory search (dial-by-name)

User productivity

Auto attendants
Bulletin board
Call back
Call monitor
Family mailbox
Force password change
Listen and manage voicemail messages from Web user interface
Mailbox alias
Mailbox auto login
Mailbox full alert
Mailboxes for announcements
Mailboxes for forms (Q&A)
Mailboxes for information
Mailboxes for surveys
Mailboxes for system bulletins/broadcasts
Message-waiting indication
Music-on-hold
Outline help
Personal address book
Personal auto-attendant
Privacy
Prompt bypass
Set-up assistant tutorial
Shortcut keys
User password change
User provisioning through TUI
User provisioning through Web
Virtual calling card
Zero out

Find me/follow me

Find me/follow me
Find me/follow me call intercept

Fax mail

Electronic fax sending
Fax auto-delivery to email
Fax auto-delivery to fax machine
Fax delivery to fax machine
Fax message deposit
Fax message retrieval
Never-busy fax

Email integration

Client integration
Email auto delivery
Email integration
Email synchronization
Fax attachment in email (.tif or .pdf formats)
Unified inbox for Domino on Windows
Voicemail POP3/IMAP4 client integration

IP messaging administration

Administration of all parameters through X-terminal interface
Class of service administration
Company/division administration
Export mailbox/COS
Import mailbox/COS
IMAP SSLv3 support
IP messaging Web portal
Mailbox administration
Mailbox on-the-fly
Mailbox un-login
Multiple administration
Multiple language support
Multiple permission levels
Pager templates
Send-user groups
Support for multi-language voicemail
Telephone user interface (native)
Telephone user interface (traditional)
Time zones
Upload audio files via Web interface
VPIM support

IP messaging management

System alarms
System backup
System restoration
System status

Language support

Chinese (Mandarin), Dutch, English (Australian, UK and US), French (Canadian and Parisian), German, Italian, Korean, Portuguese (Brazilian), Russian and Spanish (Castilian and LAT)

HP VCX Connect 100 Unified Communications Series accessories

Modules

HP VCX V6100 Connect 100 4-port FXO Module (JE359A)
HP VCX V6100 Connect 100 4-port FXS Module (JE360A)
HP VCX V6100 Connect 100 4-port BRI Module (JE361A)
HP VCX V6100 Connect 100 1-span E1/T1 Module (JE382A)
HP VCX V6100 Connect 100 2-span E1/T1 Module (JE383A)
HP VCX V6000 V6100 Connect 100 (80GB) HDD RAID Module (JE273A)

Power Supply

HP VCX V6000 V6100 Connect 100 Power Supply Module (JE272A)

License

HP VCX Business IP Phone License (JE427A)
HP VCX Basic IP Phone License (JE426A)
HP VCX Third Party IP Phone License (JE444A)
HP VCX Business IP Phone License 50 Bundle (JE332A)
HP VCX Basic IP Phone License 50 Bundle (JE329A)
HP VCX Business IP Phone License 250 Bundle (JE331A)
HP VCX Basic IP Phone License 250 Bundle (JE328A)
HP VCX Entry/Analog Phone License (JE425A)
HP VCX IP Messaging Seat License (JE301A)

HP VCX IP Messaging Seat License 50 Bundle (JC515A)
HP VCX IP Messaging Seat License 250 Bundle (JC514A)
HP VCX Desktop Communicator Standalone Soft Phone License (JE435A)
HP VCX Desktop Communicator Outlook Edition Standalone Soft Phone License (JE436A)
HP VCX Desktop Communicator to Outlook Edition Upgrade Soft Phone License (JE437A)
HP VCX Desktop Communicator Soft Phone License 50 Bundle (JE334A)
HP VCX Desktop Communicator Outlook Edition Soft Phone License 50 Bundle (JE336A)
HP VCX Desktop Communicator Soft Phone License 250 Bundle (JE333A)
HP VCX Desktop Communicator Outlook Edition Soft Phone License 250 Bundle (JE335A)
HP VCX Convergence Center Client Standalone License (JE434A)
HP VCX ACD Agent License (JE422A)
HP VCX ACD 5 Agent License (JE424A)
HP VCX ACD 10 Agent License (JE423A)

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